

PATENT
10/006,004

B. AMENDMENTS TO THE SPECIFICATION

Please amend the paragraph beginning at page 1, line 9, with the following paragraph:

(1) U.S. Patent Application Serial No. 10/005,733 ~~____/____~~ (~~Attorney Docket No.~~
~~AUS920010944US1~~);

(2) U.S. Patent Application Serial No. 10/005,680 ~~____/____~~ (~~Attorney Docket No.~~
~~AUS920010945US1~~);

(3) U.S. Patent Application Serial No. 10/004,664 ~~____/____~~ (~~Attorney Docket No.~~
~~AUS920010947US1~~); and

(4) U.S. Patent Application Serial No. 10/005,828 ~~____/____~~ (~~Attorney Docket No.~~
~~AUS920010948US1~~).

Please amend the paragraph (the abstract) beginning at page 27, line 5 with:

A method, system, and program for voice browsing while waiting in a hold queue are provided. Callers waiting in a hold queue are prompted to select a help subject for a call. A specified menu of browsable help information is output to the caller according to the help subject selected by the caller. Then, a web script is translated into audio output to the caller for a the caller's selection from the specified menu of browsable help information.

AUS920010946US1

3